



DEMO VERSION

Cisco

820-605 Exam

Cisco Customer Success Manager

Exam Latest Version: 15.1

Question 1. (Multi Select)

Which two outcomes are the primary goals when introducing the customer to Customer Success? (Choose two.)

- A: completion of customer training
- B: identification of customer business outcomes
- C: review of product roadmap
- D: scheduling of Quarterly Success Review
- E: alignment of key stakeholders

Correct Answer: B, E

Explanation:

The primary goals when introducing the customer to Customer Success are B, the identification of customer business outcomes, and E, the alignment of key stakeholders. These outcomes ensure that the customer success efforts are aligned with the customer's business objectives and that all relevant parties are engaged in the success plan1.

Question 2. (DRAGDROP)

An external customer case study is being created. Drag and drop the contents which show value from the left onto the right. Not all content choices are used.

customer specific industry	Demonstrates Value <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
cost of the adoption service	
desired business outcome	
baseline metrics / KPI	
customer testimonials	
expand opportunities	

Correct Answer:

- customer specific industry
- cost of the adoption service
- desired business outcome
- baseline metrics / KPI
- customer testimonials
- expand opportunities



Question 3. (Single Select)

Which key industry trend explains the need for companies to invest in a Customer Success practice and Customer Success Manager role?

A: Service organizations must evolve from a “break fix” business model to proactive and pre-emptive services that help prevent problems for customers before they arise and accelerate solution adoption. The CSM advises and professional services team on the best services to position.

B: IT budgets are shifting to line of business decision makers who want to understand the business outcomes from technology investments before they purchase. The CSM supports sales with use cases and testimonials for proposed solutions.

C: IT is increasingly adopting new consumption models. In a subscription economy, customers can cancel subscriptions if business value and tangible outcomes are not realized. The CSM ensures that the customer’s business outcomes are achieved with the shortest time to value.

D: The accelerated pace of innovation in the era of the Internet of Things confuses many customers. A CSM helps sales position the right technologies that will accelerate success for their business.

Correct Answer: C

Explanation:

The correct answer is C, which highlights the shift towards subscription models in IT and the role of the Customer Success Manager (CSM) in ensuring customers achieve their business outcomes and realize value from their subscriptions. This trend is a key driver for companies to invest in Customer Success practices and roles, as the ongoing satisfaction and perceived value are critical in a subscription economy where customers have the flexibility to cancel services that do not meet their expectations

Question 4. (Single Select)

Which type of KPI is of the most interest to Customer Success?

- A: business KPIs that define progress to the Business Outcome
- B: sales KPIs for revenue generation
- C: IT services KPIs for operations
- D: OPEX KPIs that define the operational costs of the company

Correct Answer: A

Explanation:

The type of KPI that is of most interest to Customer Success is A, business KPIs that define progress to the Business Outcome. These KPIs are crucial for tracking the effectiveness of customer success initiatives in achieving the desired business results for the customer

Question 5. (Single Select)

What is a key driver that is creating the need for customer success?

- A: financial resources
 - B: subscription economy
 - C: advanced specializations
-

D: portfolio management

Correct Answer: B

Explanation:

The key driver creating the need for customer success is B, the subscription economy. In a subscription-based business model, the ongoing satisfaction and retention of customers are paramount, necessitating a dedicated focus on customer success to ensure continuous value delivery and renewal

ExamsIndex

Demo PDF Complete

Your 820-605 Demo (5 Questions)

Get the Complete Version

Full Questions with Detailed Explanations

Interactive Web-Based Exams Available

To get 30% off, use Coupon Code: NEWYEAR30

<https://examsindex.com/exam/820-605>